U.S. Air Force Contracting

SPS Post-Deployment / Sustainment Support

SPS Users' Conference
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Integrity - Service - Excellence

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- **SPS Utilization**
  - Overall USAF
  - MAJCOM

- **Problem Resolution**
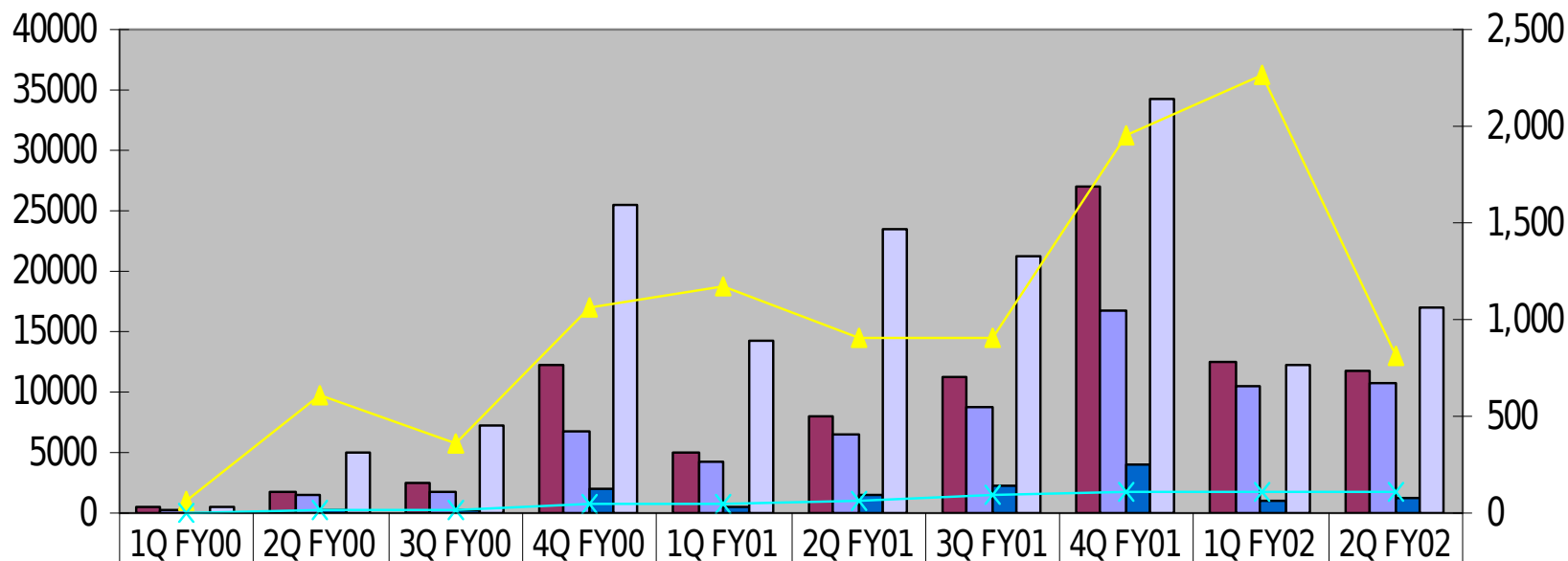 - Process
  - Important Help Desk Information

- **Help Desk Metrics**
  - Activity
  - Top AF issues
  - Top MAJCOM issues

USAF SPS Utilization

	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
#Awards	376	1836	2527	12269	5000	7972	11321	27090	12386	11851
#Mods	243	1476	1673	6809	4206	6443	8792	16716	10573	10738
#Solicitations	24	151	351	2010	562	1496	2316	3919	945	1231
#Approved PRs	590	5085	7251	25400	14334	23605	21277	34260	12209	17038
Total ($M)	60	616	367	1,067	1,173	910	911	1,948	2,267	811
#sites	6	13	19	44	47	63	91	114	114	114

C:/metrics/AFTotals.xls

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ACC

	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	0	138	367	2592	1049	1077	1385	3538	1090	1187
# Mods	0	163	316	1644	978	1166	1589	3172	1666	2171
# Solicitations	0	20	96	482	134	306	445	788	148	215
# Approved PRs	0	310	1015	5273	2857	2899	2831	5026	1056	1495
Total ($M)	0	13,944	74,427	242,076	299,813	189,159	138,402	276,267	298,917	89,196
# sites	0	2	4	11	11	15	19	19	19	19

AETC

	1Q FY00	2Q FY00	3Q FY00	4Q FY00	2Q FY01	2Q FY01	1Q FY01	2Q FY01	3Q FY01	4Q FY01
Awards	79	266	331	1696	764	1441	1997	5280	1764	1970
Mods	69	306	306	1367	751	1781	1370	2703	1592	1812
Solicitations	9	8	39	237	77	190	228	546	85	130
Approved PRs	183	1232	896	3844	2564	4197	3688	5389	1425	2571
Total ($M)	16,382	369,520	134,773	150,742	283,409	224,090	219,614	318,471	595,025	171,848
# sites	1	2	3	5	6	8	11	13	13	13

AFMC

	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	43	498	874	2690	897	2579	3970	7156	4280	4422
# Mods	14	297	435	1170	669	1113	2111	3779	2571	2652
# Solicitations	0	22	91	366	42	275	563	611	268	272
# Approved PRs	73	736	1636	5271	2557	8970	7105	8980	5042	6627
Total ($M)	384	82,441	102,158	163,120	104,788	157,448	174,258	451,110	313,663	195,226
# sites	1	3	5	6	6	8	11	12	12	12

AFRC

	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	307	79	108	216	660	266	212
# Mods	86	67	135	375	435	301	291
# Solicitations	31	5	11	122	139	24	19
# Approved PRs	516	286	311	528	765	354	428
Total ($M)	42,657	6,518	12,299	307,040	61,290	11,101	13,268
# sites	3	3	7	13	13	13	13

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AMC

	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	14	148	206	1402	721	811	995	2,968	1,619	1,171
# Mods	4	126	109	772	501	826	962	1,914	1,258	1,167
# Solicitations	0	14	49	198	52	152	172	396	65	88
# Approved PRs	10	367	799	3103	2079	2509	1937	4,499	1,352	1,788
Total ($M)	0.16	11,942	8,138	103,515	124,231	69,969	89,576	210,158	283,338	75,713
# sites	1	2	3	6	8	9	11	13	13	13

AFSPC
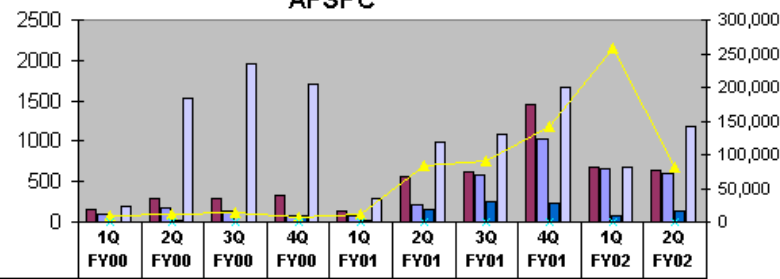
	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	150	286	294	321	139	554	615	1456	671	634
# Mods	105	172	144	86	78	209	588	1026	660	609
# Solicitations	8	18	7	85	10	160	245	242	78	126
# Approved PRs	192	1537	1956	1702	298	996	1082	1661	673	1178
Total ($M)	8,773	11,006	12,839	7,053	11,302	83,793	89,948	142,495	258,798	81,445
# sites	1	1	1	4	4	6	8	9	9	9

AFSOC
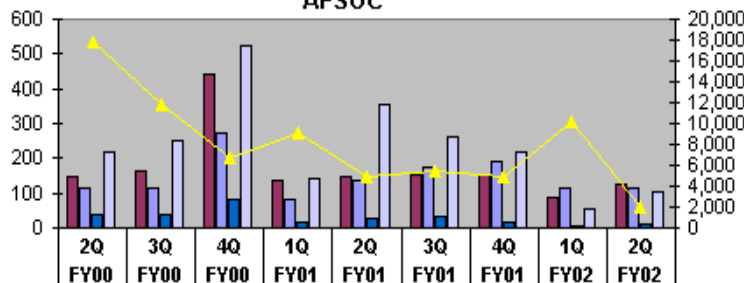
	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	145	164	441	137	149	153	151	90	126
# Mods	117	114	271	84	136	173	193	115	112
# Solicitations	38	37	80	15	28	34	18	5	9
# Approved PRs	219	251	526	144	356	264	220	52	102
Total ($M)	17,828	11,783	6,686	9,020	4,943	5,506	4,919	10,238	1,947

C:/metrics/qtrly MAJCOM/util/FY02all.xls

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PACAF

	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	358	117	269	568	2321	888	794
# Mods	200	134	203	517	1344	934	765
# Solicitations	10	12	85	175	498	123	188
# Approved PRs	496	258	543	694	2408	522	1014
Total ($M)	53,212	17,577	39,371	64,999	249,410	222,515	78,883
# sites	1	2	3	5	7	7	7

USAFE

	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	1621	664	692	770	2372	1106	870
# Mods	656	647	518	521	1067	979	864
# Solicitations	270	70	177	166	324	86	145
# Approved PRs	2814	2081	1576	1315	3099	1113	1245
Total ($M)	148,399	226,956	221,227	37,420	152,639	179,718	26,338
# sites	4	4	6	9	11	11	11

DRUs

	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# Awards	90	355	291	841	433	292	448	850	612	530
# Mods	51	295	249	557	297	356	503	803	497	606
# Solicitations	7	31	32	251	145	112	105	251	63	45
# Approved PRs	132	684	698	1855	1210	1248	1498	1541	620	751
Total ($M)	34,047	109,489	22,818	149,890	89,753	107,205	60,827	70,625	93,444	77,585
# sites	2	2	2	3	3	3	4	4	4	4

:/metrics/qtrly MAJCOM/util/FY02all.xls

- Authorized Caller at site is first point of contact for user

- Help Desk is first AMS point of contact for Authorized Caller
  - Call Entry takes call and logs basic information to open ticket, forwards to Level 1 (or AFRT if out of scope) – *30-minute target*
  - Level 1 Analyst uses basic product familiarity and the Knowledge Base; forwards to Level 2 if unable to resolve
  - Level 2 is in-depth technical and functional expertise; forwards to Product Development if unable to resolve

- AMS enters product defects into "ePIC" database (formerly called "WOOF") for analysis
  - Incorporation point identified for required code changes
  - Prioritized fixes go through standard Service Release test process

- User can initiate SOR at any time and forward to JRB

- *NEW:* Online Help Desk Ticket Submittal
  http://kb.ams.com/crtcom.nsf/WebSR?OpenForm

Important Help Desk Policies

The Help Desk WILL:

- Limit waiting for a customer response to 3 business days, then forward to Call Entry for "5-day closeout" email

  ### What sites can do:

  - Sites **must** respond to Help Desk requests for callback or more information. Sites **must** return script results as soon as available.
  - Sites **must** reply to Help Desk to avoid "Closed for non-response."

- Suspend tickets no more than 5 business days

  ### What sites can do:

  - If POC will be unavailable for > 5 days, sites should assign alternate POC and provide contact information to the Help Desk.

- Update the Knowledge Base **http://kb.ams.com/**

  ### What sites can do:

  - Users / System Administrators / Authorized Callers should check the Knowledge Base for relevant information before calling the Help Desk.

Important Help Desk Policies

The Help Desk WILL NOT:

- Re-open a ticket unless it was closed in error

  What sites can do:
  - Sites should only authorize closing a ticket when they are satisfied that the issue has been resolved. Advising the Help Desk -- *after the ticket has been closed for non-response --* that a solution did not work will cause another ticket to be opened.

- Keep a ticket regarding a software defect open after a work solution has been sent (if available), unless a Service Release is being created for that specific issue

  What sites can do:
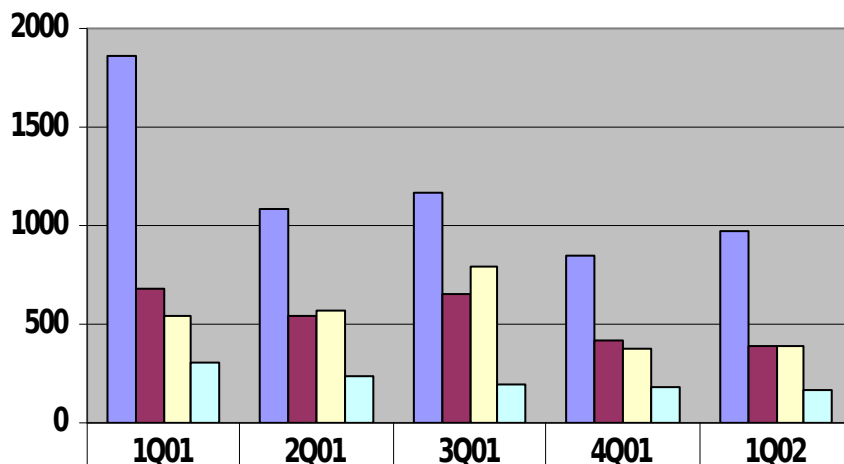 - Contact their JRB rep for information about software defects.

HELP DESK CALLS OPENED, CY2001/02
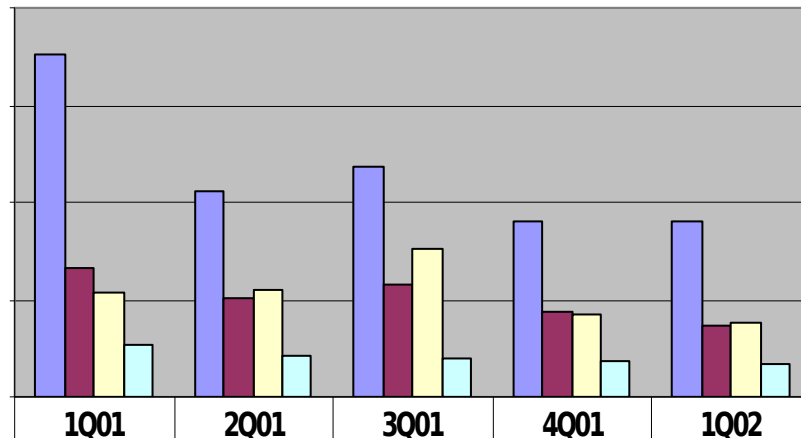
	1Q01	2Q01	3Q01	4Q01	1Q02
▪ Army	1856	1090	1163	846	969
▪ Navy/Marines	674	545	649	420	383
▫ Air Force	546	572	791	371	388
▫ ODAs	299	233	199	182	169

HELP DESK CALLS CLOSED, CY2001/02

	1Q01	2Q01	3Q01	4Q01	1Q02
Army	1767	1056	1187	906	908
Navy/Marines	656	513	579	433	373
Air Force	536	556	764	426	380
ODAs	272	206	193	189	166

C:/metrics/recapCY01-02.xls

Operational User Population (Dec 01)

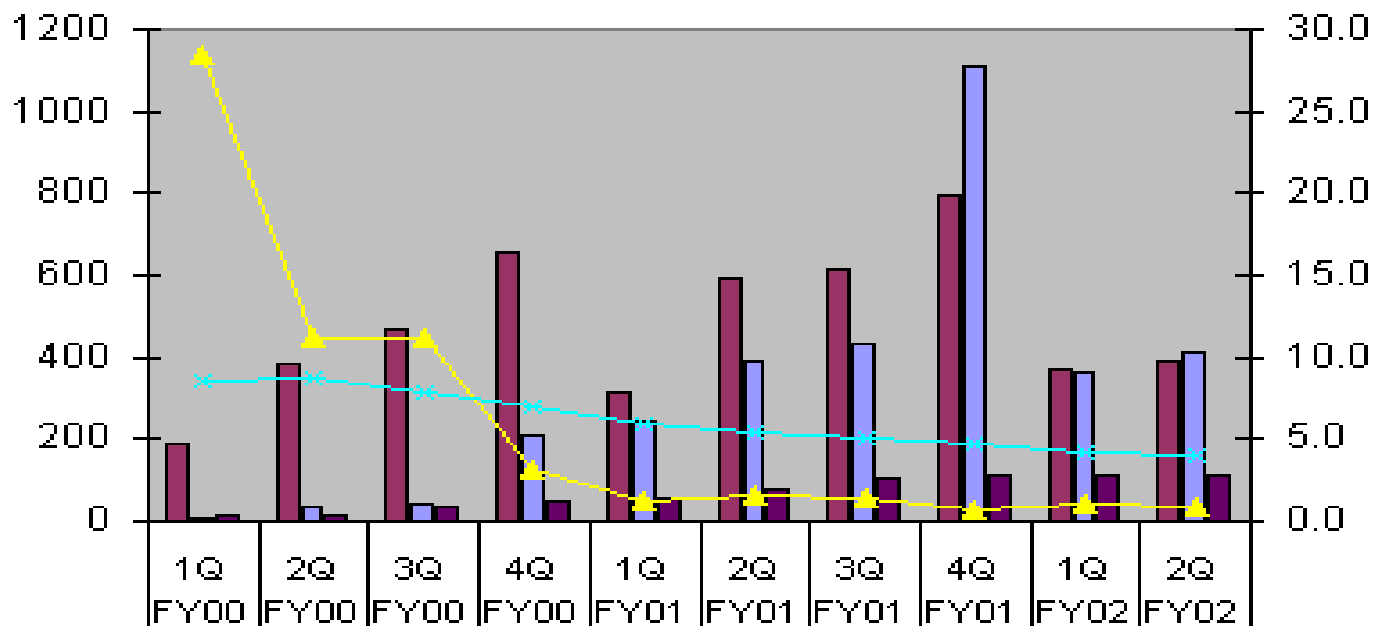| Army DLA / ODAs	Navy / Marines	Air Force	DCMA /
7513	4825	5049	
594			

I n t e g r i t y - S e r v i c e - E x c e l l e n c e

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	1Q FY00	2Q FY00	3Q FY00	4Q FY00	1Q FY01	2Q FY01	3Q FY01	4Q FY01	1Q FY02	2Q FY02
# HD tickets opened	187	384	466	654	312	590	616	796	371	392
# transactions (100)	6.6	34.6	41.5	211.5	241.7	393.7	432.7	1112.	361.1	414.0
# sites cut over	11	16	38	51	58	80	104	114	114	114
# HD tickets opened per 100 transactions	28.4	11.1	11.2	3.1	1.3	1.5	1.4	0.7	1.0	0.9
Running avg per site	8.47	8.78	7.87	7.01	5.91	5.46	4.98	4.65	4.26	3.94

C:/metrics/normalized.xls

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	General	SPS-I, I/Fs, Data	Post Award	Sys Admin	Errors	Renum/PIIN	Utilities	Clauses	Award	EDA
□ 1Q CY00	30	26	7	5	7	10	0	4	6	8
□ 2Q CY00	24	30	23	8	11	13	1	7	21	10
■ 3Q CY00	76	42	58	5	68	29	24	28	15	21
■ 4Q CY00	53	25	30	0	38	9	26	12	4	10
■ 1Q CY01	63	95	62	7	37	22	42	24	28	13
□ 2Q CY01	30	86	39	33	43	41	27	32	12	21
■ 3Q CY01	108	77	88	88	64	68	21	15	30	42
■ 4Q CY01	48	26	56	43	31	15	11	24	19	18
□ 1Q CY02	62	26	64	50	41	16	7	17	19	17

ACC

	Gen	Post Awd	SPS-I, I/Fs, Data	Errors	Renum/PIIN
1Q CY00	12	2	4	1	2
2Q CY00	12	5	5	6	5
3Q CY00	8	13	12	9	5
4Q CY00	9	3	3	6	2
1Q CY01	12	11	13	6	3
2Q CY01	3	10	14	6	9
3Q CY01	12	18	4	11	7
4Q CY01	6	12	2	4	6

AETC

	PD2 Gen	SPS-I, I/Fs, Data	Post Awd	Errors	Sys Admin
1Q CY00	6	1	4	2	4
2Q CY00	11	6	4	5	2
3Q CY00	13	4	11	15	3
4Q CY00	17	3	4	9	1
1Q CY01	7	14	16	5	1
2Q CY01	7	9	6	9	4
3Q CY01	12	14	18	10	16
4Q CY01	7	5	14	7	6

AFMC

	SPS-I, I/Fs, Data	Post Awd	PD2 Gen	Errors	Renum/PIIN
1Q CY00	8	5	12	2	3
2Q CY00	15	10	7	2	7
3Q CY00	38	37	42	26	15
4Q CY00	4	10	7	6	0
1Q CY01	17	12	10	4	3
2Q CY01	13	7	6	4	9
3Q CY01	9	18	5	11	15
4Q CY01	3	6	6	3	4

C:/metrics/quarterly/FY00-01.xls

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AMC

	SPS-I, I/Fs, Data	Gen	Errors	Post Awd	Sys Admin
1Q CY00	5	7	0	1	0
2Q CY00	7	4	5	1	0
3Q CY00	7	11	13	10	0
4Q CY00	5	9	5	5	0
1Q CY01	15	6	3	7	3
2Q CY01	3	7	4	4	5
3Q CY01	14	7	6	7	7
4Q CY01	4	4	7	6	9

AFSOC

	Gen	SPS-I, I/Fs, Data	Post Awd	Errors	Sys Admin
1Q CY00	11	16	5	3	2
2Q CY00	9	5	7	1	5
3Q CY00	4	7	7	10	0
4Q CY00	1	2	1	2	1
1Q CY01	6	5	4	4	2
2Q CY01	0	3	2	1	1
3Q CY01	2	0	3	1	2
4Q CY01	2	1	3	1	2

AFRC

	SPS-I, I/Fs, Data	PD2 Gen	Post Awd	Clauses	Errors
1Q CY00	0	0	0	0	0
2Q CY00	2	2	0	1	0
3Q CY00	3	6	3	2	2
4Q CY00	1	4	0	3	0
1Q CY01	12	11	4	5	1
2Q CY01	23	3	3	3	8
3Q CY01	8	3	4	2	2
4Q CY01	1	5	2	0	2

C:/metrics/quarterly/FY00-01.xls
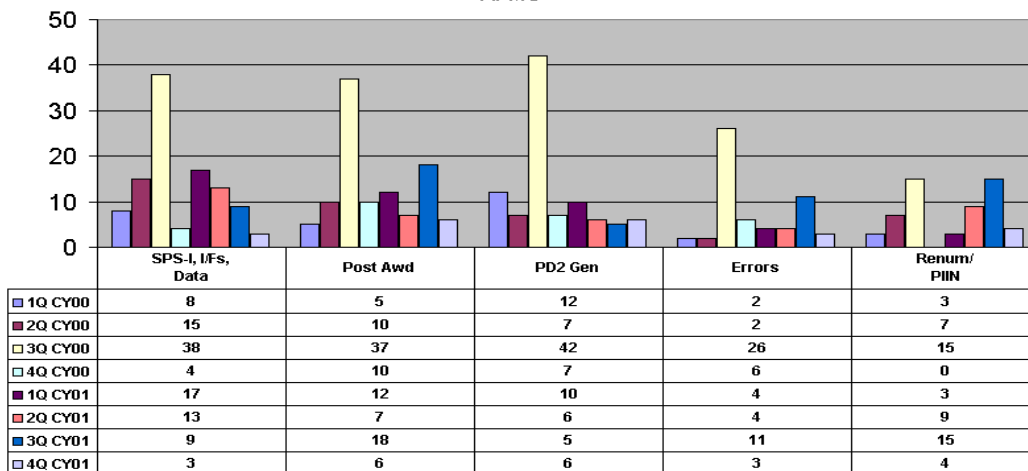
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AFSPC

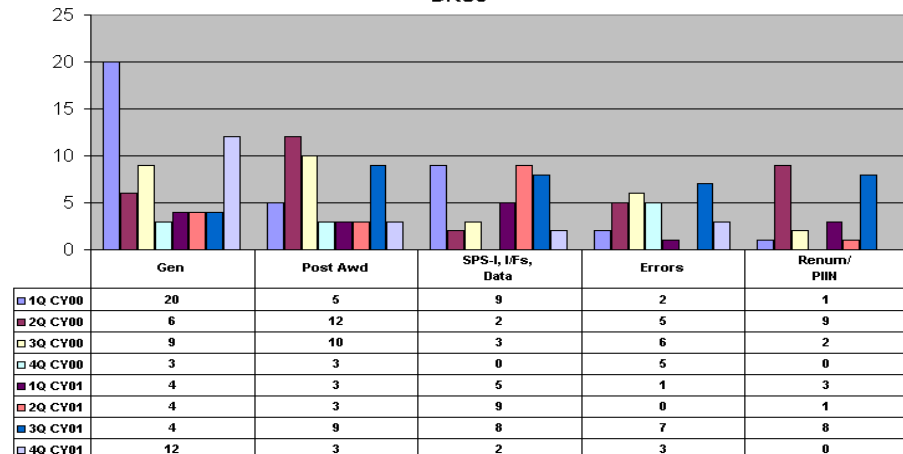|	Gen	SPS-I, I/Fs, Data	Post Awd	Errors	Renum/ PIIN
1Q CY00	17	3	2	2	3
2Q CY00	1	2	3	3	2
3Q CY00	2	1	1	1	1
4Q CY00	1	2	2	1	1
1Q CY01	3	5	3	1	2
2Q CY01	3	5	0	5	2
3Q CY01	9	7	4	5	4
4Q CY01	3	3	5	0	0

PACAF

	Gen	SPS-I, I/Fs, Data	Utilities	Renum/ PIIN	Sys Admin
1Q CY00	0	0	0	0	1
2Q CY00	1	2	0	0	1
3Q CY00	3	2	0	2	0
4Q CY00	2	1	2	1	0
1Q CY01	0	5	2	2	0
2Q CY01	1	4	5	4	2
3Q CY01	5	11	3	2	4
4Q CY01	1	2	0	1	3

USAFE

	Errors	SPS-I, I/Fs, Data	Renum/ PIIN	Sys Admin	EDA
1Q CY00	0	0	0	0	0
2Q CY00	2	3	0	1	0
3Q CY00	3	2	4	1	4
4Q CY00	4	3	0	0	1
1Q CY01	9	4	6	0	0
2Q CY01	3	3	6	4	3
3Q CY01	8	2	3	9	5
4Q CY01	1	2	0	2	1

DRUs

	Gen	Post Awd	SPS-I, I/Fs, Data	Errors	Renum/ PIIN
1Q CY00	20	5	9	2	1
2Q CY00	6	12	2	5	9
3Q CY00	9	10	3	6	2
4Q CY00	3	3	0	5	0
1Q CY01	4	3	5	1	3
2Q CY01	4	3	9	0	1
3Q CY01	4	9	8	7	8
4Q CY01	12	3	2	3	0

C:/metrics/quarterly/FY00-01.xls